

How to Change Report Settings To Retrieve a Customer Comment

1. Once you have selected your individual service provider account on the right side of the “View ICE Reports or Administer Service Providers and Manager Accounts” screen, click on “Customer Follow-up.” If you get the screen below or you cannot locate the comment you are looking for....

ICE :: Admin :: Customer Follow-up Service Providers - Windows Internet Explorer provided by US Army - Fort Hood NIPRNet

https://ice.disa.mil/admin/customer_followup/index.cfm?fa=followup_service_provider_list&service_provider_id=11016

ICE :: Admin :: Customer Follow-up Service Providers

Home - Logout - Help

Home » Admin Main » Followup Report for CUSTOMER MANAGEMENT SERVICES - Fort Hood

Follow-up Service Provider Summary for CUSTOMER MANAGEMENT SERVICES - Fort Hood

[Print this page](#)

Date range of submissions: 16 Jun 09 - 22 Jun 09
- Only submissions with Contact Information or Text comments are included in this report

[Change Report Settings](#)

No submissions found for this service provider with current report settings.

Column Key:
GT (greater than), LTE (less than or equal to)
Submission Count = total number of submissions matching date range and other custom settings
Completed - LTE 7 days (On-time) = Number (%) of submissions that were followed-up within 7 days of being submitted
Completed - GT 7 days (Late) = Number (%) of submissions that were followed-up after more than 7 days of being submitted
Pending - LTE 7 days (Pending) = Number (%) of submissions that have not been followed-up on but 7 or fewer days have passed since submission was made
Pending - GT 7 days (Delinquent) = Number (%) of submissions that have not been followed-up on and more than 7 days have passed since submission was made

[Top of Page](#)

Currently logged in as:
Dale W. Cowan (dcowan)
CUSTOMER MANAGEMENT SERVICES - Fort Hood (Service Provider Manager)

Done

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2. Click on “Change Report Settings.” This will bring you to the screen on the next page.

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ICE Interactive Customer Evaluation

Home · Logout · Help

Customer Follow-up My Service Providers

Update Settings for My Service Providers Customer Follow-up Report

Submission Date Range:

Quick Dates:

Begin Date:

End Date:

** Select a Quick Dates range or enter a start and end date to include submissions made during that date range*

Customer Contact Information Availability:

- ☐ Include only submissions where customer has requested a response
- ☐ Include only submissions where customer provided contact information (phone or email)
- ☐ Include only submissions where customer provided contact information or text comments
- ☒ Include ALL submissions regardless of submission content

Customer Satisfaction Indication:

- ☐ Include only Dissatisfied submissions
- ☐ Include only Satisfied submissions
- ☒ Include ALL submissions regardless of Satisfaction indication

Acceptable Follow-up/Response Period:

(Days)

** Select the number of days that policy indicates that managers have to respond to submissions before follow-up is considered delinquent*

☐ Save as My Default Settings

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CUSTOMER MANAGEMENT SERVICES - Fort Hood (Service Provider Manager)

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3. Make sure you have selected the exact date for the comment you are looking for and “Include all submissions” is selected under both “Contact Information Availability” and Customer Satisfaction Indication” areas above. Note: If you are looking for a comment and you cannot recall the exact date, select a range of dates for when you think the comment might have been submitted.
4. Click “update” at the bottom of the screen. Note: If you do not click update, nothing will change.
5. This should bring up the comment(s) you are looking for, based on the date range you selected.
6. If you still cannot locate the comment, call me. Either it has been moved to another service provider account or has been removed altogether from the ICE system.